



Office of RBI Ombudsman Bengaluru

Tender for Publication of Advertisement in newspapers on March 15, 2023 (Wednesday) regarding “Redressal of complaints against entities regulated by RBI under Reserve Bank – Integrated Ombudsman Scheme”.

Notice Inviting Tender

Office of RBI Ombudsman, Reserve Bank of India, Bengaluru invites e-Tender for the publication of Advertisement in newspapers regarding ‘Redressal of complaints against entities regulated by RBI under Reserve Bank – Integrated Ombudsman Scheme, 2021’.

The tendering process will be done only through the e-Tendering portal of MSTC Ltd. (<https://mstcecommerce.com/eprochome/rbi>) as per the annexed Terms & Conditions. All empanelled companies / agencies / firms must submit their quotations through the above referred MSTC portal to participate in the e-Tendering process.

The schedule of e-Tender is as follows:

Schedule of Tender (SOT):

Sl. No.	Item	Details
1	e-Tender No.	RBI/Bengaluru/Estate/391/22-23/ET/597
2	Description of Work	Publication of Advertisement in newspapers regarding Redressal of complaints against entities regulated by RBI
3	Mode of Tender	e-Procurement System Price Bid through https://www.mstcecommerce.com/eprochome/rbi
4	Estimated cost of the Tender	Rs 15,00,000/- (Rupees Fifteen Lakhs only) (including GST and all applicable charges)
5	Type of e-Tender	Limited
6	Date of NIT available to parties to download	January 24, 2023 (Tuesday) at 3:30 pm
7	e-Tender Fees	NIL



8	Date of Starting of e-Tender for submission of on-line Price Bid at https://mstcecommerce.com/epr/ochome/rbi	January 24, 2023 (Tuesday) at 03:30 pm
9	Date of Closing of Tender for submission of online Price Bid at https://mstcecommerce.com/epr/ochome/rbi	February 14, 2023 (Tuesday) at 03:30 pm
10	Date & Time of opening of price bid	February 14, 2023 (Tuesday) at 04:00 pm
11	Transaction Fee (Non-refundable)	Payment of transaction fee as mentioned in the MSTC portal through MSTC payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by MSTC Limited.

2. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

3. No quotation will be accepted with any condition quoted by the Vendor whatsoever. Such quotation will be rejected at the discretion of the Bank.

4. Amendments / corrigendum to the Tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in newspapers.

RBI Ombudsman
Reserve Bank of India, Bengaluru

The Tender document is available on MSTC portal
<https://www.mstcecommerce.com/epr/ochome/rbi>



RESERVE BANK OF INDIA

भारतीय रिज़र्व बैंक

आर बी आई लोकपाल का कार्यालय
OFFICE OF RBI OMBUDSMAN

बैंगलूर – BENGALURU

Tender for release of Advertisement relating to Redressal of complaints against entities regulated by RBI in 4 Daily News Papers (Times of India, Vijayavani, Rajasthan Patrika and The Economic Times) in all Karnataka editions

Tender No: RBI/Bangalore/Others/

Part I- TECHNICAL BID

(Terms & conditions and Technical Specifications)

Issued to: _____

Note:

All Tenderers are required to refer the items given in Part II of this document for details of the work under each item before quoting (page 5).

Rate of each item is to be quoted without GST.



Schedule of Tender (SOT):

1	E-tender number	RBI/Bengaluru/Estate/391/22-23/ET/597
2	Name of the work	Release of Advertisement relating to Redressal of complaints against entities regulated by RBI in FOUR newspapers (1. Times of India 2. Vijayavani 3. Rajasthan Patrika 4. The Economic Times) in all Karnataka editions.
3	Date of NIT available to parties to download	January 24, 2023; 3:30 pm
4	Date of starting of e-tender for submission of online Techno-Commercial Bid and Price Bid at www.Mstcecommerce.com/eprochome/rbi	January 24, 2023; 3:30 pm
5	Date of closing online e-tender for submission of Techno-Commercial Bid and Price Bid	February 14, 2023 3:30 pm
6	Date and Time of Opening of tender	February 14, 2023 03.30 pm
7	Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/ NEFT/ RTGS in favour of MSTC Ltd.
8	Finalisation and issue of offer letter	March 10, 2023
9	Publishing of Advertisement	March 15, 2023



Terms and conditions:

1. The Advertisement should be released on March 15, 2023.
2. Placement of Advertisement should be eye-catching and the same should appear in the main part of the newspaper and not in the supplement.
3. The rates should be indicated per sq cm, Newspaper wise. Rates should include Base price only (exclusive of GST) in the quotation.
4. The rates for English, Hindi & Kannada languages should be shown separately Newspaper wise in the quotation as per items mentioned in Part II of the Tender.
5. The Advertisement should be published in the size – **36 cms x 2 columns (8 cms)** - in all Karnataka editions of the newspapers mentioned in SOT above.
6. It may be noted that the lowest quotation will be selected **event-wise** i.e. based on amount quoted for all the four newspapers put together. It may please be noted that the **quotations have to be submitted in the MSTC portal not later than February 14, 2023 3.30 pm**
7. **It may also be noted that the quotations will be opened on February 14, 2023 at 04 :00 pm.**

Contact Persons:

1. Smt. Sujata Shrikantiah
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2. Shri. Swaroop Kashyap Darkastu
Senior Assistant
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Contact person (MSTC Ltd):

1. Raveendranath, 7676456095
2. Shriyansh Jain 7411651015



RESERVE BANK OF INDIA
भारतीय रिज़र्व बैंक

आर बी आई लोकपाल का कार्यालय
OFFICE OF RBI OMBUDSMAN
बैंगलूर – BENGALURU

Tender for release of Advertisement relating to Redressal of complaints against entities regulated by RBI in 4 Daily News Papers (Times of India, Vijayavani, Rajasthan Patrika and The Economic Times) in all Karnataka editions

Tender No: RBI/Bengaluru/Estate/391/22-23/ET/597

Part II: Price Bid

Rate for each item to be quoted without GST



Item no	Particulars of the work	Unit	Quantity	Rate	Amount
1	Release of Advertisement in English in Times of India as given in Annexure-1 , to be published in the size – <u>36 cms x 2 columns (8 cms)</u> – in all Karnataka editions of the newspaper. (Rate to be quoted in rate per sq cm)	Per sq cm	36 (h) X 8 (w) = 288 sqcm		
2	Release of Advertisement in Hindi in Times of India as given in Annexure-2 , to be published in the size – <u>36 cms x 2 columns (8 cms)</u> – in all Karnataka editions of the newspaper. (Rate to be quoted in rate per sq cm)	Per sq cm	36 (h) X 8 (w) = 288 sqcm		
3	Release of Advertisement in English in The Economic Times as given in Annexure-1 , to be published in the size – <u>36 cms x 2 columns (8 cms)</u> – in all Karnataka editions of the newspaper. (Rate to be quoted in rate per sq cm)	Per sq cm	36 (h) X 8 (w) = 288 sqcm		
4	Release of Advertisement in Hindi in Rajasthan Patrika as given in Annexure-2 , to be published in the size – <u>36 cms x 2 columns (8 cms)</u> – in all Karnataka editions of the newspaper. (Rate to be quoted in rate per sq cm)	Per sq cm	36 (h) X 8 (w) = 288 sqcm		
5	Release of Advertisement in Kannada in Vijayavani as given in Annexure-3, to be published in the size – <u>36 cms x 2 columns (8 cms)</u> – in all Karnataka editions of the newspaper. (Rate to be quoted in rate per sq cm)	Per sq cm	36 (h) X 8 (w) = 288 sqcm		



Annexure I

RESERVE BANK OF INDIA

www.rbi.org.in

Redressal of complaints against entities regulated by RBI

Reserve Bank – Integrated Ombudsman Scheme

Reserve Bank of India (RBI) launched the “Reserve Bank – Integrated Ombudsman Scheme, 2021” (RB-IOS) by integrating the three erstwhile Ombudsman Schemes applicable for banks, non-banking financial companies, non-bank system participants and Credit Information Companies (CICs). The RB-IOS provides cost-free redress of customer complaints involving deficiency in services rendered by the Regulated Entities (REs) of RBI, if not resolved to the satisfaction of the customers or not replied within a period of 30 days by the RE.

The RB-IOS adopts a “One Nation One Ombudsman” approach for all complaints against any RE. It is therefore no longer necessary for a complainant to identify under which Ombudsman scheme/office he/she should file complaint with the Ombudsman.

Complaints received at RBI against the REs not covered under the RB-IOS are redressed at the Consumer Education and Protection Cells (CEPCs) of RBI. Any complaint against an RE can be filed through one of the following modes:

- i. Online - through the Complaint Management System (CMS) portal of RBI on <https://cms.rbi.org.in> → File a complaint
- ii. Physical complaint (letter/post) in the form as specified in Annexure ‘A’ in the RB-IOS to “Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh – 160017”

Please visit <https://cms.rbi.org.in> or contact on toll-free number – 14448 (8.00 am to 10.00 pm) for Hindi and English on all weekdays except national holidays; for 10 other regional languages i.e., Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi Tamil and Telugu from 9:30 am to 5:15 pm on all weekdays except national holidays for more information including names of entities covered under RB-IOS and CEPCs.



Appeal against decision of RBI-Ombudsman

Appeal against the decision of RBI-Ombudsman **can be filed online on CMS portal at <https://cms.rbi.org.in> → File an Appeal** or sent to the **Appellate Authority, Reserve Bank of India, Consumer Education and Protection Department, Central Office, 1st Floor, Amar Building, Sir P M Road, Fort, Mumbai 400 001 (E-mail aaos@rbi.org.in)** within **30 days** of receipt of the communication of the RBI-Ombudsman's decision, only if the complaint is closed under the appealable Clauses of RB-IOS.

Important Information

Note 1: Before lodging any complaint under the RB-IOS/CEPC, the complainant must approach the concerned bank/NBFC/Payment System Participant/CIC with the grievance. If the grievance is not redressed within 30 days or if complainant is not satisfied with the reply given by the bank/NBFC/Payment System Participant/CIC, he/she can approach the RBI-Ombudsman/CEPC. The complainants can approach the RBI-Ombudsman anytime **within one year of receipt of such reply from the concerned bank / NBFC / system participant/CIC**. In case no reply is received from the bank/NBFC/Payment System Participant/CIC, RBI-Ombudsman can be approached anytime within one year and one month from the date of representation to the entity.

Note 2: The complainant **MUST** indicate his/ her name, address and present contact number in the written complaint.



भारतीय रिज़र्व बैंक

www.rbi.org.in

भारतीय रिज़र्व बैंक द्वारा विनियमित संस्थाओं के विरुद्ध शिकायतों का निवारण

Redressal of complaints against entities regulated by RBI

रिज़र्व बैंक एकीकृत लोकपाल योजना -

Reserve Bank – Integrated Ombudsman Scheme

भारतीय रिज़र्व बैंक ने बैंकों, गैर-बैंकिंग वित्तीय कंपनियों, गैर-बैंक प्रणाली प्रतिभागियों और साख सूचना कंपनियों के लिए लागू तीन पुरानी लोकपाल योजनाओं को एकीकृत करके "रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021 (आरबी-आईओएस)" की शुरुआत की है। आरबीआईओएस आरबीआई की विनियमित- संस्थाओं द्वारा प्रदान (आरई) की गई सेवाओं में कमी से संबंधित ग्राहक शिकायतों का लागत मुक्त निवारण प्रदान करता है , यदि शिकायत का निवारण ग्राहकों की संतुष्टि के अनुसार नहीं किया जाता है या आरई द्वारा 30 दिनों की अवधि के भीतर जवाब नहीं दिया जाता है ।

आरबी-आईओएस के तहत किसी आरई के विरुद्ध सभी शिकायतों के लिए "एक राष्ट्र एक लोकपाल" योजना अपनाई गई है। इसलिए अब शिकायतकर्ता के लिए यह जानना आवश्यक नहीं है कि वह किस लोकपाल योजना के तहत या किस लोकपाल कार्यालय को अपनी शिकायत दर्ज कराए ।

आरबीआई-ओएस के अंतर्गत न आने वाली विनियमित संस्थाओं के विरुद्ध भारतीय रिज़र्व बैंक में प्राप्त शिकायतों का समाधान भारतीय रिज़र्व बैंक के उपभोक्ता शिक्षण और संरक्षण कक्षों (सीईपीसी) द्वारा किया जाता है। आरई के विरुद्ध कोई भी शिकायत निम्न माध्यमों द्वारा दर्ज की जा सकती है:

- i. ऑनलाइन - आरबीआई के शिकायत प्रबंध प्रणाली (सीएमएस) पोर्टल' के माध्यम से <https://cms.rbi.org.in> -> पर शिकायत दर्ज करें'
- ii. आरबी आईओएस-के अनुबंध 'ए' में निर्दिष्ट फॉर्म में भौतिक शिकायत (डाक/ पत्र) " केंद्रीकृत प्राप्ति और प्रसंस्करण केंद्र, चौथी मंजिल, भारतीय रिज़र्व बैंक, सेक्टर17- , सेंट्रल विस्टा, चंडीगढ़ - "160017 को प्रेषित की जा सकती है।



आरबी-आईओएस और सीईपीसी के अंतर्गत आने वाली संस्थाओं के नाम सहित अन्य जानकारी हेतु कृपया वेबसाइट <https://cms.rbi.org.in> देखें अथवा टोल-फ्री नंबर 14448 - पर संपर्क करें। हिंदी और अंग्रेजी में जानकारी हेतु राष्ट्रीय अवकाश के अतिरिक्त सप्ताह के सभी दिन पूर्वाह्न 8.00 बजे से अपराह्न 10.00 बजे तथा 10 अन्य क्षेत्रीय भाषाओं यथा असमिया, बंगाली, गुजराती, कन्नड़, मलयालम, मराठी, उड़िया, पंजाबी, तमिल और तेलुगु में जानकारी के लिए सप्ताह के सभी दिन (राष्ट्रीय अवकाश को छोड़कर) पूर्वाह्न 9:30 से अपराह्न 5:15 बजे तक संपर्क करें।

आरबीआई-लोकपाल के निर्णय के विरुद्ध अपील

आरबीआई-लोकपाल के निर्णय के विरुद्ध अपील सीएमएस पोर्टल <https://cms.rbi.org.in> पर ऑनलाइन दर्ज की जा सकती है या अपीलीय प्राधिकारी, भारतीय रिजर्व बैंक, उपभोक्ता शिक्षण और संरक्षण विभाग, केंद्रीय कार्यालय, पहली मंजिल, अमर बिल्डिंग, सर पीएम रोड, फोर्ट, मुंबई) 001 400 ई-मेल aaos@rbi.org.in) को आरबीआई-लोकपाल के निर्णय की सूचना प्राप्ति के 30 दिन के भीतर अपील की जा सकती है, बशर्ते शिकायत आरबी-आईओएस के अपीलीय खंड के तहत बंद की गई हो।

महत्वपूर्ण जानकारी

नोट 1: आरबी-आईओएस/सीईपीसी के तहत शिकायत दर्ज करने से पहले, शिकायतकर्ता को संबंधित बैंक/एनबीएफसी/भुगतान प्रणाली प्रतिभागी/ साख सूचना कंपनियों के पास अपनी शिकायत दर्ज करानी चाहिए। यदि शिकायत का निवारण 30 दिनों के भीतर नहीं किया जाता है या शिकायतकर्ता बैंक/एनबीएफसी/भुगतान प्रणाली प्रतिभागी/ साख सूचना कंपनियों द्वारा दिए गए उत्तर से संतुष्ट नहीं है, तो वह आरबीआई-लोकपाल/सीईपीसी से संपर्क कर सकता है। शिकायतकर्ता संबंधित बैंक/एनबीएफसी/सिस्टम प्रतिभागी/ साख सूचना कंपनियों से प्राप्त उत्तर के एक साल के भीतर कभी भी आरबीआई-लोकपाल से संपर्क कर सकते हैं। यदि बैंक / एनबीएफसी / भुगतान प्रणाली प्रतिभागी/ साख सूचना कंपनियों से कोई उत्तर प्राप्त नहीं होता है, तो शिकायतकर्ता संस्था को शिकायत करने की तारीख से एक वर्ष और एक महीने के भीतर कभी भी आरबीआई-लोकपाल से संपर्क कर सकता है।

नोट :2 शिकायतकर्ता को लिखित शिकायत में अपना नाम, पता और वर्तमान संपर्क नंबर अवश्य उल्लेख करना चाहिए।